**OM 302**

**Quiz 2**

**Master Questions**

**10/24/22**

**1. What was the location (Country) of fully automated logistics and distribution center?**

a) China

b) India

c) USA

d) Germany

e) None of these

f) All of these

**2. Can Boston Dynamics robots dance?**

Y/N

**3. Will artificial intelligence software replace white collar jobs?**

Y/N

**4. Will robots replace blue collar jobs?**

Y/N

**5.What was the objective of the ABC’s “Deep Dive” exercise?**

a) to redesign a shopping cart

b) to design a new model of a toaster

c) to refine the “fuzzy front end” phase of the project.

d) none of these

e) all of these

**6. Were all IDEO’s designs successful in the marketplace?**

a) most were

b) none were

c) all were

**7. What does the “Red Bead” experiment illustrate?**

a) that management can be fool by numbers

b) that management does not understand the causes of variations

c) the process of sampling

d) the approach to incoming inspection

e) none of these

f) all of these

**8. According to Dr. Deming, the impact of employee training cannot be measured.**

T/F

**9. According to Mr. Peterson what are the differences between the American and Japanese approaches to management of quality:**

**(Multiple response)**

a) American quality control process was based on the “good enough” approach to quality

b) Japanese approach was based on the principles of “continued improvement”

c) the object of comparison was a car’s transmission

d) the object of comparison was the four-cylinder engine

e) none of these

**10. Dr. Deming has captured his philosophy in 17 points”**

Yes/No

**11. Were workers important in Dr. Deming’s philosophy?**

a) workers were not important

b) workers were at the center of his philosophy

c) workers should be replaced by automation

d) None of these

e) All of these

**12.What is the Schwartz’s deli famous for?**

a) Hamburgers

b) Hebrew National hotdogs

c) Smoked meat sandwiches

d) Poor Boy sandwiches

e) All of these

f) None of these

**13. In which city is Schwartz’s deli located?**

**(multiple response)**

a) Berlin,

b) Toronto

c) Montreal

d) New York City

e) London

f) Canada

g) USA

h) Germany

i) France

j) none of these

k) all of these

**14. How long does it take for the vending machine shown in the video to make one pizza?**

a) Less than 3 minutes

b) More than 5 minutes

c) It is hard to tell

d) all of these

e) none of these

**15. What may be the potential problem with the pizza vending machine concept?**

a) nothing, it is perfect

b) the machine is too large

c) there should be more colors in addition to the red one

d) the wait may be too long if there is a line

e) none of these

f) all of these

**16. What is the “quality fatigue”?**

a) The negative impact on quality caused by repetitive work

b) working in a dirty environment

c) working for a rude boss

d) not earning enough

e) none of these

f) all of these

**17. How does Honda Motor Company treat its vendors?**

a) like a family

b) having an “arms-length” relationship with them

c) as potential competitors

d) none of these

e) all of these

**18. At Honda, are vendors involved in the product design process?**

Yes/No

**19. At Honda, vendors are not allowed to enter the assembly line?**

**By doing that, Honda, wants to eliminate any potential source of quality problems.**

True/False

**20. Did robots and sensors replace all human labor at BMW?**

Yes/No

**21. Which function performed by two BMW workers were illustrated in this video?**

a) final paint and trim inspection

b) vacuuming and washing

c) testing the quality of a sound system

d) none of these

e) all of these

**22. Where is the BMW assembly plant located? In:**

a) Hamburg, the Netherlands

b) Frankfurt, Germany

c) Munich, Austria

d) Hanover, Germany

e) Munich, Bavaria

f) none of these

**23. Is “the built-in obsolescence” legal?**

Y/N

**24. Is it legal for companies to collude?**

Y/N

**25 Are the concepts of:” built-in obsolescence” and “planned obsolescence” synonyms?**

Yes, they are

No, these are entirely different concepts

**26. Which country was showcased in the documentary “Patent for a Pig “**

a) Germany

b) England

c) France

d) USA

e) none of these

**27. Are companies able to patent building blocks of life?**

Yes, they do that every day

No, it is unethical and illegal

**28 Which company was showcased in the “Patent for a Pig” documentary?**

a) General Electric

b) Monsanto

c) Moderna

d) none of these

e) all of these

**29. Dr. Edward DeBono was the father of modern Total Quality Management?**

T/F

**30. Can the 3D printing technology be used to produce replacements for some human body parts?**

Yes, human parts can be 3D printed

No, it is still too complicated to do